



Office of the City Manager

MEMORANDUM

DATE: 01/19/2017

TO: Mayor and City Council

THRU: Bill Thomas, Acting City Manager

FROM: Matt Brown, Communications Manager

SUBJECT: Reno Direct Call Statistics for December 2016

The Reno Direct Citizen Service Center is staffed by three Citizen Service Representatives from 8AM to 5PM, Monday through Friday. Service requests are received by phone, voicemail, email, office visits, and online chats. Report time frames and statistics can be adjusted at your request.

Parking issues (including abandoned vehicles) continue to be significant.

Following are the most submitted requests for December, summarized by Ward, as well as citywide.

October 2016		November 2016		December 2016	
Calls Answered	1945	Calls Answered	1589	Calls Answered	1659
Voicemails	309	Voicemails	207	Voicemails	233
Emails	750	Emails	640	Emails	715
Online chats	662	Online chats	521	Online chats	454
Communication Occurrences	3666	Communication Occurrences	2957	Communication Occurrences	3061

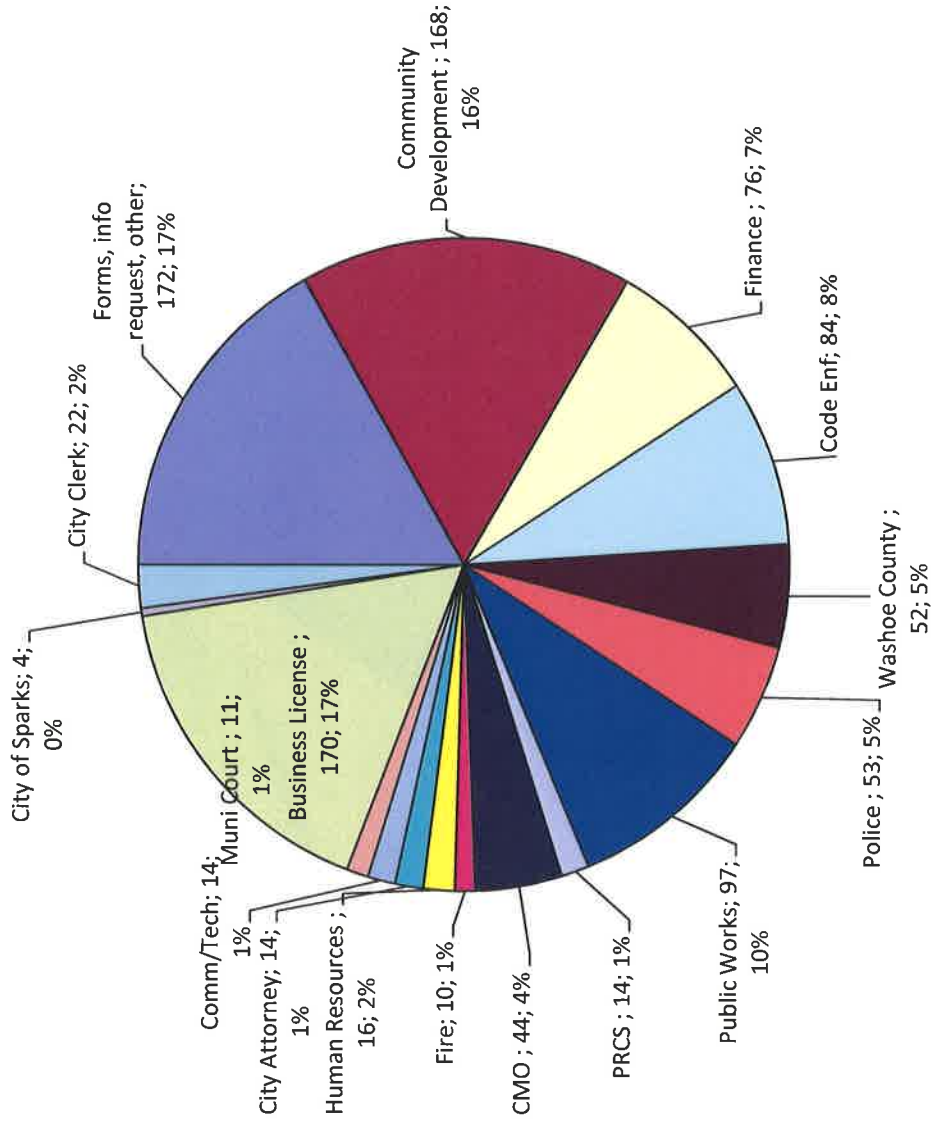
WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	62	RPD – abandoned vehicle	64	RPD – abandoned vehicle	110
RPD – graffiti removal	34	RPD – graffiti removal	16	RPD – graffiti removal	31
RPD – additional patrol	16	Code Enf - nuisance	7	Bus Lic – Issues	21
PW – illegally parked vehicle	12	RPD – additional patrol	6	Code Enf – debris on priv ppty	21
Code Enf - nuisance	9	Code Enf – bldg w/o permit	5	PW – illegally parked vehicle	13

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	75	RPD – abandoned vehicle	77	RPD – abandoned vehicle	389
Code Enf – nuisance	7	PW – illegally parked vehicle	18	RPD – graffiti removal	95
RPD – additional patrol	7	Code Enf – debris on priv ppty	9	Code Enf – debris on priv ppty	47
RPD – graffiti removal	6	Code Enf – nuisance	9	PW – illegally parked vehicle	47
Code Enf – debris on priv ppty	5	RPD – graffiti removal	8	RPD – additional patrol	44

**Reno Direct
December 2016**

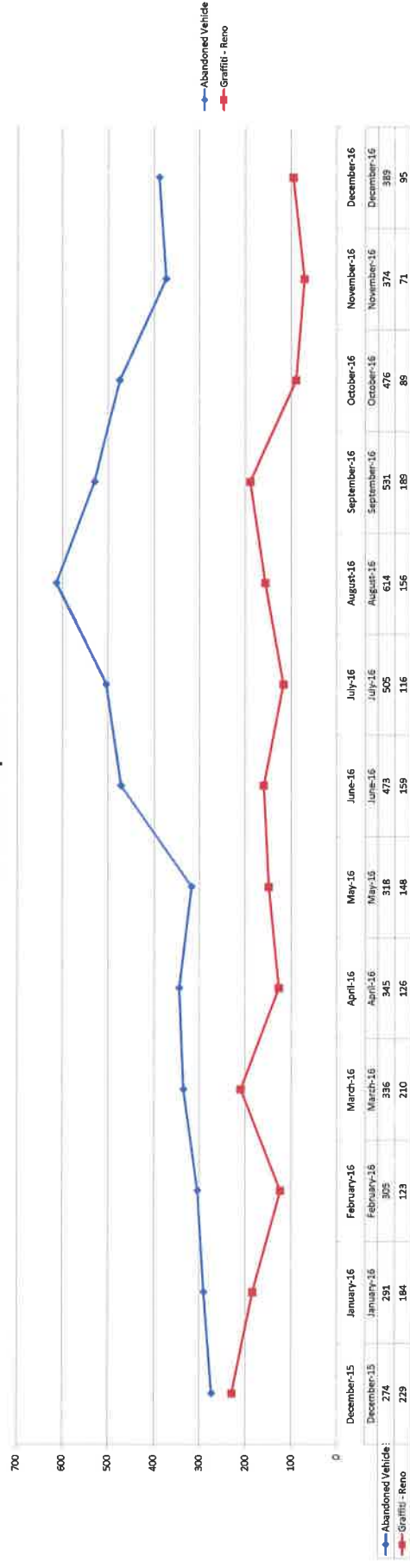
Communication Occurrence Type	
Service Requests	1,130
Information Calls	1,021
Online Chat	454
Voicemail	233
E-mail	715
Total Communication Occurrences	3,553

This data shows actual communication occurrences. This number will vary from the number of service requests entered. One communication occurrence can result in multiple service requests.



Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.

13 months request 1-2



13 months request 3-6

